



ACWA AND CPS OFFER WATER AGENCY SERVICES

The Association of California Water Agencies (ACWA) announced its new "ACWA Sponsored Human Resources Advisory Services" at its spring



conference in Monterey, California. This is a new partnership between CPS and ACWA designed to provide ACWA members easy access to Shannon Executive Search and all other CPS consulting services. We are

especially proud to team with ACWA in this new endeavor because we currently serve many water districts and have an ACWA member—East Bay Municipal Utility District—on our Board of Directors. Visit our website at www.cps.ca.gov and please call (916) 263-1613 to access these services.

CPS INVITED TO SPEAK AT IQPC CONFERENCE IN SINGAPORE

CPS Senior Manager of the Madison, Wisconsin Regional Office, Robert Lavigna, has been invited to speak on HR best practices and workforce planning at an International Quality and Productivity Center (IQPC) Conference in Singapore, July 16-18. The conference, "Talent Management for the Government," targets the HR and strategic-planning divisions of government agencies in the Asia-Pacific region. The agenda will focus on practical solutions, comprehensive case studies, and best practices of public service human capital management.

Mr. Lavigna will be joined by more than 45 senior-level HR officials from Singapore, Malaysia, Thailand, the Philippines, Indonesia, Hong Kong, Macau, and Australia.

CPS BOARD MEMBER SELECTED FOR NATIONAL FELLOWSHIP

Peter Fox Chosen for the Toll Fellowship Program

CPS Board Member and Wisconsin Secretary of Employment Relations, Peter D. Fox, is one of 40 emerging state leaders from across the nation selected for the prestigious Toll Fellowship Program sponsored by The Council of State Governments. The annual program will be held September 28 to October 3, 2002, in Lexington, Ky., and is named in honor of Henry Toll, a Colorado senator who founded CSG in 1933.

The Toll Fellowship Program aims at developing the next generation of leaders from all three branches of government. This year's program focuses on trends, critical thinking, professional growth and development, and becoming a better leader in times of term limits.

Fox was selected by a committee of state-elected and appointed officials as one of the most promising leaders of state government. The Toll Fellowship alumni list of graduates is growing long and distinguished, including several sitting governors and members of Congress.

Fox has served as Department of Employment Relations (DER) secretary since January 1999. He was first appointed by former Gov. Tommy G. Thompson and reappointed by Gov. Scott McCallum in February 2001. He joined state government in 1994 as director of public information for the University of Wisconsin System Administration.



Peter Fox



A MESSAGE FROM THE CPS EXECUTIVE DIRECTOR

I have always thought that what sets CPS apart is our outstanding employees and their commitment to excellence. I am not alone in this feeling. The International Quality and Productivity Center (IQPC) has noticed our people as well and has invited CPS regional office manager, Bob Lavigna, to speak at their upcoming Singapore Conference. More good news comes from CPS Board Member Peter Fox as he has been nominated for the prestigious Toll Fellowship Program.

PAM STEWART
CPS Executive Director

As many of you have experienced, CPS employees are always making sure that our HR services are current with the needs of our clients and are provided at the highest level of quality and innovation. For example, we are in the process of a large-scale Dispatcher Job Analysis survey to better address our law enforcement clients and are inviting agencies to participate. CPS has also launched our ACWA-sponsored HR Advisory Services to ensure that our water agency clients benefit from the highest level of expertise possible.

Please read on to learn about many more of our employees, services, and activities and how they can help your agency reach its goals. Whether you need the help of our expert team in Shannon Executive Search or an online test customized for your staff, CPS is ready to help.

SHANNON EXECUTIVE SEARCH OFF TO A GREAT START

On April 1, 2002, Shannon Associates proudly became a member of CPS and is now known as Shannon Executive Search, a division of CPS. We are delighted with the smooth transition that has taken place and look forward to a long and productive relationship as we fully embrace the customer service and high quality work-product values long espoused by both entities.

We are also pleased to report that we are not only continuing our partnership with CSAC (California State Association of Counties), but that we have also formed a new partnership with ACWA (Association of California Water Agencies). Both of these official relationships allow Shannon Executive Search and other business units of CPS to provide the full range of human resource services from classification/ compensation studies to executive search in a seamless, efficient fashion.

At the present time, we are assisting many agencies with executive recruitment services and/or other human resource advisory work. Our clients include: ACWA, Arlington, Texas; Scottsdale, Glendale, and Peoria, Arizona; Las Vegas and Henderson, Nevada; and the California municipalities of Brentwood, Cupertino, Livingston, Millbrae, Mountain View, Pasadena, Pleasant Hill, Riverside, Sacramento, San Jose, Santa Clarita, Santa Fe Springs, Suisun City, Sunnyvale, West Sacramento, and Yucca Valley.

We have also recently completed successful projects on behalf of such entities as the beautiful resort area of Ketchum, Idaho, as well as the Counties of San Diego and Los Angeles.

For more information on how CPS can assist you with your executive search needs, please call Shannon Executive Search at (916) 263-1401.

CPS EXECUTIVE DIRECTOR RECEIVES IPMA AWARD

Pam Stewart Awarded IPMA-Western Region Muriel M. Morse Achievement Award

CPS Executive Director Pam Stewart was awarded the International Personnel Management Association (IPMA) – Western Region, Muriel M. Morse Achievement Award. Presented to Pam on April 18th at the IPMA business luncheon in San Diego, California, the award is given to a member of the organization who exemplifies the positive attributes that made Muriel Morse a memorable individual.

Pam is well-known around IPMA both locally and nationally. She is a Past President of the Sacramento Chapter of IPMA and has served as the President of the Certification Council. Throughout her career, Pam has encouraged improvement processes and has emphasized the value of employee dignity, attainment of personal as well as professional purpose, and respect for all.

CPS and the Western Region of IPMA are honored to have Pam as a contributing member of our profession and look forward to her future endeavors.

ABOUT MURIEL M. MORSE

Among her leadership positions, Muriel was President of both Western Region and IPMA-US. She retired from the City of Los Angeles as the General Manager, Personnel Department, and continued her career as an adjunct professor with the University of Southern California. Muriel played an important role in the development of excellence in the City's Personnel Department but more so in the development of the Personnel Department staff. She was both a model and a mentor, and she relished both roles. She was extremely committed to professional organizations and the values they bring to the workplace. She encouraged her staff to participate and grow within these organizations.

CPS ONLINE TESTING

Customized for Your Agency

CPS is proud to offer online testing, one of the most exciting and practical trends in employee selection. Online testing streamlines the examination process, decreases hiring time, and reduces the cost of testing. Administering tests online is as easy as registering for an online account, ordering the test, and assigning the test to a candidate.

Several online tests are now available, including:

- ❖ Account Clerk
- ❖ Advanced Clerical
- ❖ Courtroom Clerk
- ❖ Entry Clerical
- ❖ Entry Law
- ❖ Eligibility Worker
- ❖ Fire Captain
- ❖ Legal Processing Clerk
- ❖ Legal Processing Clerk with a Journey-Level Supplement

Over the next quarter, CPS will be adding more tests to the online testing system, including Law Enforcement Sergeant, Entry Analyst, Executive Secretary, Administrative Assistant, and Fire Prevention Inspector.

CPS can also customize online testing services for your agency. Test consultants work with a representative from your agency to put a test online. Tests can be newly developed and tailored to meet your agency's needs, or a test that already has been developed for your agency can be converted to online format. Once the test is online, you can test candidates at your convenience -- either individually or with several candidates per administration.

With online testing, there is no need for shipping deadlines, return deadlines, or ordering over the phone. A representative from your agency simply logs on to our online testing website, orders a test, and assigns it to a candidate. When the candidate is finished testing, individual results are automatically submitted through the computer and are available within minutes for your review. CPS can also generate score reports for multiple candidates if requested by your agency.

To register for an online account, please visit www.cps.ca.gov/testrental/onlinetesting. If you would like more information on our online testing services or to try an online demonstration, please call Howard Fortson, Ph.D. at (916) 263-3600 x 3049 or Holly Smith (916) 263-3600 x 3046.

NEW ITEM BANKING SOFTWARE

As we continue to improve our products and services, CPS Test Rental and Test Development team has just completed the development of a customized item bank. This new item banking technology will result in major modifications and enhancements that will improve the level and quality of service provided to clients. For example, new customized answer sheets will correspond to each test booklet. This change will improve our turnaround time for scoring and enhance the look of our testing products.

In addition, the new scanning technology will allow us to present survey questions adjacent to the response bubbles. Job analysis, customer satisfaction, job satisfaction, and organizational culture and climate questionnaires can be customized and read directly by the new scanning system. The new technology will also allow us to read text-based, hand-written responses instead of having respondents darken a bubble for each response to designate a letter.

Other item banking changes will improve the quality of the delivery of our computerized tests. Whereas the look of the online tests will remain the same, our ability to customize and improve the presentation of test material will increase.

Also forthcoming is a major change in the way our test results look. The results will now be available to clients online in addition to the current format of a hard copy delivered by mail. Your results will be available via the Internet through a password-protected, secure site. The results will be printable from your computer or downloadable into your existing database. In the following weeks, your test results will be accessible to you as soon as CPS has completed its scoring and quality control process.

Finally, a future enhancement of the new item bank will provide you with the capability to enter your own testing content through an Internet-based, secure account. You will be able to customize your examinations to include a combination of both CPS-developed test questions and questions developed by your agency. CPS can print and score the exams based upon your agency's requirements.

To learn more about the CPS' item banking technology, please contact Dr. Bruce Davis, Senior Manager, Test Development and Validation, at (916) 263-3624 x 3067 or email bruce@cps.ca.gov.

CPS DISPATCHER JOB ANALYSIS STUDY

Agencies Invited to Participate

Any valid examination process begins with a comprehensive review of the job requirements for which the exam is given. To update our Law Enforcement Dispatcher exams, CPS is currently conducting a large-scale Dispatcher Job Analysis study. Numerous agencies around the U.S. will be providing input by supplying ratings of tasks and knowledge, skill, and ability statements for the job of Dispatcher. In addition to test validation, the results from this study will be used for a variety of other purposes, including classification, compensation, and training. If your agency is interested in participating in the Dispatcher Job Analysis Study, please contact Vince MacManus at (916) 263-1800 x 3086 or email vince@cps.ca.gov.

Inside

ACWA and CPS Offer Water Agency Services	1
Board Member Selected for National Fellowship	1
Shannon Executive Search Update	2
Executive Director Receives IPMA Award	2
CPS Offers Online Testing	3

241 Lathrop Way
Sacramento, CA 95815

FOR PUBLIC AGENCIES
Human Resource Services



ORGANIZATIONAL SURVEYS

A Benefit to Your Public Agency

The Test Development division of CPS offers organizational surveys as part of the job analysis process. Using these surveys, CPS can help your organization in a variety of ways. From assessing organizational culture to obtaining employee feedback regarding a specific program, your customized survey will provide the results needed to positively effect future organizational actions and decisions. Consultants work with you to design a survey that meets your organization's needs and will even administer the survey for you.

CPS offers traditional paper-and-pencil and computer-based organizational surveys. Keeping abreast of technological trends, CPS has moved toward Internet-based organizational surveys. Most recently, CPS assisted a client in the development and administration of an Internet-based survey designed to assess employee reactions to changes in the organization's hiring and promotional processes. The survey increased employee flexibility to complete the questions at their convenience. For more information on how your agency can take advantage of this service, please contact Lisa Kobe, Ph.D. at (916) 263-3600, x 3113 or email lisa@cps.ca.gov.

FULL SERVICE. FULLY CAPABLE.

From HR consulting services to providing customized employment tests, CPS is the leader in providing solutions for your human resource and testing needs. We specialize in providing human resource services exclusively for public agencies. Here is a list of services we can provide your agency:

HUMAN RESOURCE CONSULTING SERVICES

ASSESSMENT CENTERS	PERFORMANCE MANAGEMENT
CLASSIFICATION AND PAY STUDIES	POLICIES AND PROCEDURES DEVELOPMENT
DISPUTE MEDIATION	RENT-A-PERSONNEL PROFESSIONAL
EXECUTIVE SEARCHES	RECRUITMENT
FACT FINDING/INVESTIGATIONS	STRATEGIC COMPENSATION SYSTEM DESIGN
GROUP FACILITATION	STRATEGIC PLANNING
HUMAN RESOURCE TRAINING	SUCCESSION PLANNING/ LEADERSHIP
JOB ANALYSIS	TEST ADMINISTRATION
MENTORING/CAREER DEVELOPMENT	TEST DEVELOPMENT AND VALIDATION
ORGANIZATIONAL DEVELOPMENT	TEST RENTAL AND SCORING
PARTNERING AND CONFLICT RESOLUTION	WORK PROCESS REDESIGN
PAY SURVEYS	